

In Place of FORM PTO-1449 (Modified)

Serial No. 10/005,680Applicant: Brown et al.Filing Date: 12-3-01Group: 2642 2614Atty. Docket No. AUS920010945US1LIST OF PATENTS AND PUBLICATIONS FOR
APPLICANT'S INFORMATION DISCLOSURE
STATEMENT

1036 U.S. PTO
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12/03/01

Reference Designation

U. S. PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Name	Class	Sub- class	Filing Date if Appropriate
HH <u>Spn/mcu</u> AA	US 4,788,715	11/29/88	Announcing Waiting Times in Queuing Systems <u>Lee</u>	379	84	10/16/86
HH <u>Spn/mcu</u> AB	US 5,020,095	05/28/91	Interactive Call Distribution Processor <u>Morganstein et al.</u>	379	67	11/16/88
HH <u>Spn/mcu</u> AC	US 5,166,974	11/24/92	Interactive Call Processor to Facilitate Completion of Queued Calls <u>Morganstein et al.</u>	379	67	04/15/91
KRM HH <u>Spn/mcu</u> AD	US 5,444,774	08/22/95	Interactive Queuing System for Call Centers <u>Friedes</u>	379	266	01/03/95
8/3/06 HH <u>Spn/mcu</u> AE	US 5,506,898	04/09/96	Expected Wait-Time Indication Arrangement <u>Costantini et al.</u>	379	266	12/12/94
HH <u>Spn/mcu</u> AF	US 5,796,791	08/18/98	Network Based Predictive Dialing <u>Polcyn</u>	379	265	08/18/98
HH <u>Spn/mcu</u> AG	US 5,864,616	01/26/99	System and Method for Providing Call Statistics in Real Time <u>Hartmeier</u>	379	266	06/28/96
HH <u>Spn/mcu</u> AH	US 5,867,572	02/02/99	Customer Queuing Arrangement <u>MacDonald et al.</u>	379	266	02/20/96
HH <u>Spn/mcu</u> AI	US 6,064,730	05/16/00	Customer Self-Routing Call Center <u>Ginsberg</u>	379	265	06/09/97
HH <u>Spn/mcu</u> AJ	US 6,141,328	10/31/00	Method and System for Two-Way Negotiated Call Hold <u>Nabkel et al.</u>	370	259	09/29/97
HH <u>Spn/mcu</u> AK	US 6,259,771 B1	07/10/01	Web-Based Voice Response System <u>Kredo et al.</u>	379	88.17	04/03/98

FOREIGN PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Country	Class	Sub- class	Filing Date if Appropriate
HH <u>Spn/mcu</u> BA	JP4245754A	09/02/92	Japan	H04M3	42	